

JOB DESCRIPTION

JOB TITLE: Nurse Supervisor II

GRADE: 23

JOB CODE: 2129

EST. DATE: 7-1-06

GENERAL FUNCTION: Under the direction of the Nurse Administrator, Director of Nurses or designee, performs multiple supervisory tasks with a high degree of competency. Provides direct supervision and performance evaluations of assigned LPNs, LHNs, LHN Specialists, Nurse Program Managers, PHNs, ARNPs, Supervisor I nurses and selected agency staff. May provide for day-to-day clinic management. Develops goals, objectives and policies for Supervisor I nurses. Makes decisions related to work problems presented by assigned staff. May coordinate specific program areas, such as Home Health, HANDS and School Health. May provide direct client care as needed and time permits.

COMPETENCIES AND CHARACTERISTIC RESPONSIBILITIES:

Reviews schedules of assigned health clinics, as needed.

1. Prepares work schedules and makes daily assignments of nursing staff. Documents schedules appropriately.
2. Coordinates client flow, as needed, in the practice area.
3. Coordinates follow-up activities for clinical programs.
4. Approves requested leave.
5. Schedules Local Board of Health meetings and may attend.
6. May coordinate building maintenance activities.
7. Maintains safe work environment according to regulatory standards.

Participates in the delivery of nursing care services and provides direct client care as needed and time permits.

1. Uses basic computer skills to access data and retrieve programmatic information from the PHPR with minimal assistance.
2. Uses the PHPR as a reference guide.
3. Documents services provided to the client in the medical record entering required service/program specific information according to the PHPR and Administrative Reference (AR). Maintains confidentiality and privacy within the agency, state medical information requirements and HIPAA guidelines.
4. Delegates aspects of nursing care to other members of the health care team commensurate with their educational preparation and experience and provides appropriate oversight.
5. Ensures proper dispensing and secure storage of medications.
6. Oversees the development of nursing care plans.

Makes observations of the delivery and quality of client care and leads quality improvement activities.

1. Maintains records and reports according to program standards as defined by the PHPR/AR.
2. Conducts periodic reviews of medical records, nursing care plans and nursing related reports to ensure proper delivery and documentation of services.
3. Consistently monitors compliance with standards of care by observation, verbal reports and written documentation.
4. Monitors the implementation of all organizational policies, primarily clinical practice standards, through direct observation and interaction with nursing staff.

Communicates effectively both in writing and orally, including documentation, record keeping and correspondence.

1. Uses therapeutic communication effectively with clients, families and health team members.
2. Uses appropriate communication strategies to effect positive client care outcomes.
3. Listens to others and shares knowledge in a non-judgmental manner.
4. Demonstrates effective skills in employee counseling.
5. Communicates or disseminates information to staff.
6. Facilitates clear communication of expectations and accountabilities to staff.

Assesses and evaluates learning needs of clients, staff and the community.

1. Provides client or community education as indicated.
2. Participates in community health activities.
3. Assesses team's learning needs and/or individual nurse's training needs and makes recommendations to the appropriate supervisor for in-service or other forms of training.
4. May provide occasional in-service training.
5. Documents training records appropriately.
6. Adds to the knowledge of others via professional activities – presentations, publication, research, policy development/change, and/or professional/community boards.
7. Provides for orientation and training of new nursing employees.
8. Works with educational institutions in planning for appropriate clinical experiences for students while in the health department.

Works collaboratively with others to identify and address issues, solve problems and evaluate outcomes.

1. Establishes good rapport and cooperative working relationships with agency staff.

2. Independently collaborates with multidisciplinary team members.
3. Represents the agency in various meetings and organizations.
4. Conducts regular meetings with staff members to resolve nursing problems and to disseminate information.
5. Facilitates meetings of the supervisors or other administrative staff.
6. May conduct monthly staff meetings.
7. Considers a broad spectrum of factors when making decisions, including policy, economic impact, and effect on client care and the agency.
8. Makes decisions on personnel policy matters affecting assigned subordinate staff.

Demonstrates a leadership style that is facilitative and collaborative.

1. Participates in the development of goals, objectives, and policies for the Supervisor I nurses and for those related to the provision of client care.
2. Serves as a mentor and consultant in assuming responsibility and accountability for efficient use of human and other resources to manage clients and/or staff in a client care area.
3. Maintains an environment of trust, fairness, consistency and confidentiality with diverse team members and with other client/family members.
4. Models effective clinical decision making skills.
5. May coordinate or manage one or more assigned programs.
6. Interviews applicants for vacant LHN/PHN and Supervisor I positions and makes recommendations to the Nurse Administrator or Director of Nurses.
7. Provides advice, counsel and instruction to nurses and Supervisor I's on both work and administrative matters.
8. Serves as a resource in decision-making activities, which require knowledge related to area specific policies, procedures and guidelines.
9. Delegates authority, as appropriate, to subordinate supervisors and provides appropriate mentorship.

Resolves work problems presented by the Supervisor I nurse/s and recommends or implements ways to improve production or quality of work.

1. Promotes team building among nursing staff.
2. Proactively identifies problems and collaborates with the health care team to find solutions.
3. Demonstrates and role models effective communication, problem solving process and conflict resolution skills.
4. Refers complaints or concerns of a more serious nature to the Nurse Administrator or Director of Nurses.

Performs performance evaluations of LHN/PHN staff, as assigned, and of the Nurse Supervisor I nurse/s.

1. Defines the qualifications and performance expectations for assigned staff positions through the performance development system, including specific job descriptions and measurable performance standards.
2. Provides immediate and summary performance evaluations.
3. Consistently monitors performance against service standards.
4. Provides appropriate feedback to staff and assists in the development of plans to increase compliance and/or to correct deficiencies.
5. Participates in the disciplinary process of staff as indicated and needed.
6. Informs the Nurse Administrator or Director of Nursing of actual or anticipated issues or problems.
7. Prepares formal performance evaluation reports using agency's selected form.

Practices with professionalism and accountability as employee of the local health department.

1. Adheres to local health department attendance and punctuality policies.
2. Organizes, prioritizes and provides care in a timely and cost-effective manner.
3. Prioritizes work assignments to accomplish job tasks.
4. Practices fiscal responsibility through timely correct coding of employee time sheet, Patient Encounter Form (PEF), Supplemental Reporting Form, and Community Reporting Form.
5. Monitors demand for services to ensure efficient allocation of personnel, equipment and supplies.
6. Assures area supplies and equipment are utilized efficiently and cost-effectively, while meeting client care needs.

Develops and implements a plan of continued professional growth and development.

1. Maintains nursing CEUs and seeks continuous learning opportunities.
2. Participates in training related to job responsibilities.

Demonstrates a commitment to a healthy and safe work environment.

1. Follows established federal, state or local policies, procedures and programs relating to health and safety in the workplace.
2. Takes steps to promptly correct hazardous conditions.
3. Regularly participates in training and education in safety practices and procedures, such as annual OSHA training.

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Participates in the Local Health Department's Bioterrorism and Disaster Preparedness activities.

1. Is aware of general contents of agency's Emergency Operations Plan.
2. Identifies role in Emergency Preparedness and Response.
3. Identifies agency's chain of command and management system for emergency response.
4. Participates in Bioterrorism and Emergency Preparedness drills.

SUPERVISION RECEIVED: Receives moderate supervision by the Nurse Administrator or Director of Nurses.

SUPERVISION EXERCISED: May supervise LPNs, LHNs, PHNs, LHN Specialists, Nurse Program Managers, Nurse Supervisor I nurses and unlicensed assistive personnel and support staff consistent with the Kentucky Board of Nursing Advisory Opinion on Delegated Authority, as well as, local and state guidelines.

JOB SPECIFICATIONS:

Knowledge:

- Considerable knowledge of professional nursing theory, standard nursing protocol and procedures and the legal implications of nursing practice, including relevant statutes and regulations.
- Knowledge of the scope of practice for the RN, LPN, and ARNP in Kentucky.
- Knowledge of the KBN Delegation Advisory Opinion Statement.
- Knowledge of evidence-based practice and its application in the promotion of healthy outcomes.
- Good knowledge of methods of evaluating the quality of nursing care provided and the performance of nursing staff members.
- Good knowledge of methods of assessing the type and amount of nursing services required.
- Knowledge of the purpose and role of public health nursing and core public health functions within a health care system.
- Knowledge of the role of various community health care providers, social service and advocacy agencies within the community.

Skills:

- Considerable skill in the application of nursing techniques, procedures and instruments according to recognized policies.
- Considerable skill in interviewing and counseling clients and staff.
- High level of skill in utilizing appropriate oral and written communication with clients, physicians, nurses and other staff regarding evaluation or treatment.

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- Beginning to moderate level of skill in interpreting data collected from individual community assessments to determine health status and share with local agency and policymakers.

Abilities:

- Ability to interview and counsel clients.
- Ability to encourage clients to participate in the appropriate and various health programs.
- Ability to develop cooperative working relationships with other service providers and to function well as a team member.
- Ability to use good nursing judgment to determine when to refer a client to another health care provider for further evaluation or treatment.
- Ability to effectively direct the work of other nursing staff.
- Ability to provide clinical information and education through multiple methods, including public speaking.
- Ability to perform assessments of health status determining the need for and level of nursing and/or medical care for clients, family and/or other population groups.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE REQUIREMENTS:

Current active Registered Nurse license from the Kentucky Board of Nursing.

Associate degree or diploma from an accredited university, college or school of nursing. Five (5) years of nursing experience.

(Three (3) of the five (5) years of nursing experience must be in the Local Health Department (LHD) having successfully demonstrated competencies; with one (1) of the years having included supervisory experience.)

Note: Masters of Science in Nursing (MSN) or Masters in Public Health (MPH) may substitute for one (1) year of experience.

Note: Nurse Supervisor II nurses, having primary responsibilities supervising Public Health Nurses (PHNs), must have Bachelors of Science in Nursing (BSN) or higher.

New classification as of 7-1-06.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.